CALLXPRESS

CALL ACCOUNTING AND TRAFFIC ANALYSIS

CallXpress is a state of the art, high performance call billing software designed for the management and analysis of traffic in any PBX. It is intended for both Hotels and Companies, and handles internal and external calls at any time and from any location.

Thanks to its powerful graphic capabilities, both standard and user configurable reports and multi-carrier billing, Call Xpress is the ideal tool for the complete analysis of telephone traffic in your company.

CALLXPRESS
TRAFFIC ANALYSIS AND BILLING

CallXpress is adapted to any kind of organization, from SMEs to larger companies, public entities, and multi-site installations.

CallXpress is also available in Hotel Version to enable telephone billing of guests, in Mobile Version to analyze the telephone traffic of Smart Phones, and in Cloud Mode to allow customers to manage their telephone traffic without any effort and without installing any software at their premises.

REPORTS

CallXpress generates a broad range of reports: hierarchical, hit-parade, attention quality, which enables a full analysis of the telephone traffic of the Company, in order to increase efficiency and reduce costs. Reports may be viewed on-screen, printed directly or saved in a variety of different formats.

REAL TIME GRAPHICS

CallXpress incorporates a programmable dashboard which displays analytical information in real time about the calls of the day, such as: expense per hour, number of calls per hour, most expensive calls, total calls per destination type.

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SCHEDULED REPORTS

All CallXpress reports may be obtained on the spot, or may be scheduled to be run at specific dates and times, and sent by email to a programmed address. This way, we may preset the different filters and parameters of the most usual reports.

ALARMS

Call Xpress incorporates an alarm server for immediate detection of suspicious events, such as calls above a certain cost or duration, calls from specific extensions, or calls to a forbidden destination. Every time such an event is detected, Call Xpress sends an email to the system administrator.

MISSED CALLS

This option displays at any time all the missed calls and sends an email to the extension owner showing the calling number and the date & time, as well as a link to a web page for the automatic callback (if the callback license has been installed). When clicking on the link, the call back is made from the extension which lost the call.

MANAGEMENT OF FLAT RATES

CallXpress is able to manage the flat rates negotiated with the Telephone Carriers. Once the traffic on the trunks reaches the authorized number of minutes for a given time period, CallXpress sends an alert by email to the supervisor.

CALLXPRESS
ANSWER YOUR NEEDS…

Am I loosing calls? Am I attending calls properly?

Is my telephone infrastructure properly dimensioned?

Can I cut my telephone expenses?

Is anybody making abusive or fraudulent use of my phone?

Which contacts are on my Hit Parade list?

Can I make my staff more efficient?

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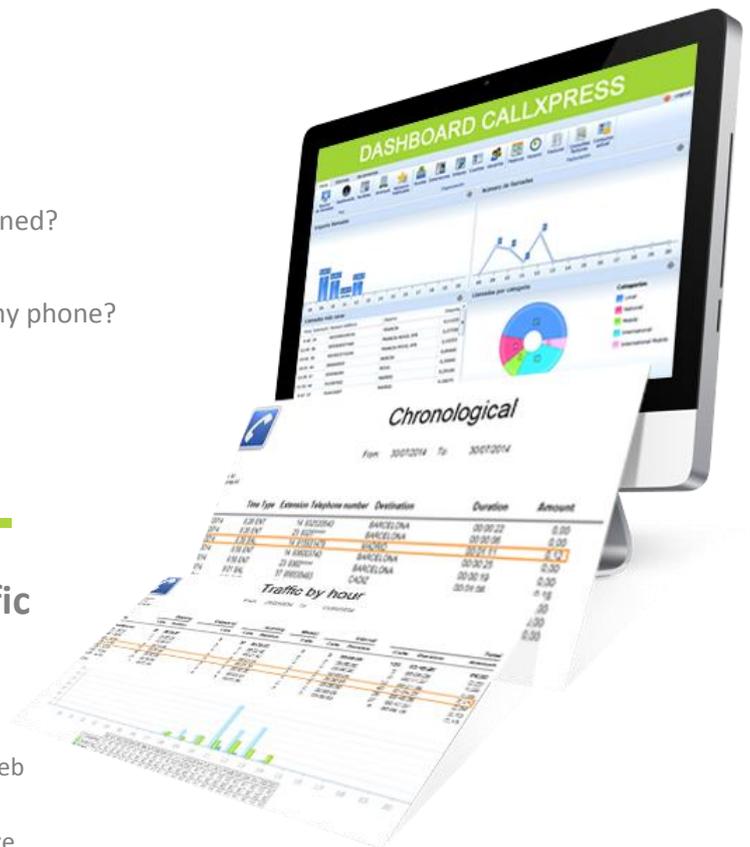
Total control of your telephone traffic

WEB ACCESS
Users may access the call billing server via web in order to create and view the available reports, without installing additional software

DIRECTORY & HIERARCHY
Multi-level organization chart with names assigned to extensions and organization levels (departments, divisions, sections), enabling the production of structured reports.

COMPATIBILITY & ADAPTABILITY
Compatible with all carriers and PBX models, and adapted to companies of any size and market sector.

SECURITY
Different Access levels based on user profiles, in order to enhance data protection.

TARIFFS
CallXpress Plan Manager allows the creation, modification, or removal any existing or new tariff. Also allows import from external source.

STORED DATA
The data is stored in an SQL database on the server PC and analyzed to provide a wide variety of reports and graphs

DATA CAPTURE
Call Xpress supports a large variety of options for the capture of call billing data from the PBX: TCP, UDP, TFTP, XML, TCP SMDR, RS-232.

CREDIT LIMIT PER EXTENSION
Maximum Cost and Duration may be set for each extension. Once reached, no more outgoing calls can be made until the end of the period or until credit is refilled.

CALENDAR & OPENING SCHEDULE
Working schedule of the Company, as well as bank holidays may be introduced in order to generate alarms for calls out of office hours.

MISSED CALLS & AUTOMATIC CALL BACK
Missed call notification is done via an email sent to the owner of the extension that missed the call. Automatic call back through a single click is available as an option.

The most innovating call accounting solution in the market

JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

JUSAN
INNOVATIVE CLOUD TECHNOLOGY

DISCOVER CALLXPRESS CLOUD

CallXpress Cloud allows the customer to analyze and manage his telephone traffic without any effort and without installing any software at its premises. It sends reports by email on a weekly or monthly basis and includes a variety of additional services.

DISCOVER CALLXPRESS MOBILE

CallXpress Mobile provides user reports including fixed and mobile traffic. It is based on a mobile APP downloaded on Android Smart Phones, and on a web server receiving data from the mobile devices with active data connection.

DISCOVER CALLXPRESS HOTEL

CallXpress Hotel handles surcharges for calls made from guest rooms, and offers Check-in and Check-out options. Integration with PMS software packages may be handled in Project mode and on a case by case basis.